

**MAIL STOP AF**

**IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE**

**In the application of : HESSION, Patrick et al.**  
**Serial No. : 10/741,518**  
**Filed : December 19, 2003**  
**For : Methods of monitoring communications sessions in a  
contact centre**  
**Examiner : HONG, Harry S.**  
**Art Unit : 2614**  
**Confirmation No. : 4428**  
**Attorney Docket No. : 920673-95340**

**RESPONSE TO OFFICE ACTION OF APRIL 25, 2008**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of April 25, 2008, the Applicants make the following amendments and remarks: